

Electronic Acknowledgement Receipt

EFS ID:	6714607
Application Number:	10777847
International Application Number:	
Confirmation Number:	5907
Title of Invention:	Method and apparatus for providing media-independent self-help modules within a multimedia communication-center customer interface
First Named Inventor/Applicant Name:	Christopher Clemmett Macleod Beck
Customer Number:	24739
Filer:	Donald Rex Boys/Sheri Beasley
Filer Authorized By:	Donald Rex Boys
Attorney Docket Number:	P3324CMBOC1
Receipt Date:	28-DEC-2009
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Application Type:	Utility under 35 USC 111(a)

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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Amendment/Req. Reconsideration-After Non-Final Reject	5209oar3.pdf	95886	no	8
			file10be18774629201aee10d9472af199		

Warnings:

Information:

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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.